

# A Comparative Study on Perceived Stress between Employees Working as Information Technology Workers and Railway Ticketing Officers

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## ABSTRACT

**Aim:** To compare the perceived stress among information technology workers and railway ticketing officers. **Method:** Hundred employees are taken through a convenient sampling method. The information technology workers (n=50) and the railway ticketing officers (n=50). In this study the information technology workers and the railway ticketing officers those who have been working for more than one-year period of time. **Results:** This study results in a p-value of 0.144 so, there is no significant difference in perceived stress among information technology workers and railway ticketing officers. **Conclusion:** The perceived stress scale was used to find out the perceived stress between the railway ticketing officers and the information technology workers. There was no significant difference between the perceived stress among information technology workers and the railway ticketing officers.

**Keywords:** Stress; Perceived stress; Employee; Railway ticketing officers; Informational technology workers; Perceived stress scale; Tamilnadu; Workplace; Male; Female.

## 1. Introduction

### 1.1. Background of the study

Perceived stress is a dynamic multidimensional concept, with a huge spectrum of causative and conductive elements. The perceptions include clinical, physical, and mental aspects and each cultural and social context branch (K.A. Moore and C.L. Cooper, 1996). Perceived stress is evaluated by utilizing the apparent perceived stress scale. It was created to magnitude how many circumstances in one's is evaluated as distressing. The perceived stress scale contains 10 inquiries with reactions that alter from 0 to 4 for everything raised from never to very often, on a regular basis and all the time individually based on their event between one month before the survey (Mohsin et al., 2010). Perceived stress at the workplace has won a number of significance in the latest studies. It is often defined because the outcome variable measures the experienced stage of strain as a feature of objective disturbing events, coping methods and character elements (Augustine et al., 2011). The prevalence of work stress among information technology employees in India ranged between 44% to 85% studies among information technology employees in other countries have also demonstrated the presence of work stress (Ramesh N., et al., 2016).

In the last two decades, the control of the Portuguese railway network has become much more centralized in three centers. This is also happening in different European countries (Wilson and Norris, 2005). Computerized remote controlling of railway traffic requires constant surveillance of ongoing traffic and includes intense periods of information encoding and problem-solving (Hama, et al., 2002).

### 1.2. Need for the study

In 2016, Naveen R., et al., conducted a study on Bangalore IT employees and suggested that perceived stress is present in information technology workers. In 2016, AL-Dubai S.A., et al., conducted a study on perceived stress

among Malaysian railway workers and concluded that the perceived stress is present in railway workers. Therefore, this current study is carried out to determine and compare the perceived stress among information technology workers and railway ticketing officers.

### 1.3. Aim

To compare the perceived stress among information technology workers and railway ticketing officers.

### 1.4. Objectives

To compare the perceived stress among male and female information technology workers.

To compare the perceived stress among married and unmarried information technology workers.

To find the perceived stress among information technology workers.

To compare the perceived stress among male and female railway ticketing officers.

To compare the perceived stress among married and unmarried railway ticketing officers.

To find the perceived stress among railway ticketing officers.

To compare the perceived stress among informational technology workers and railway ticketing officers.

## 2. Review of Literature

**Sami Radman Al-Dubai, et al., 2016** "conducted a study on perceived strain among Malaysian railway workers. This observation aimed to decide the level of, and elements related to, strain among railway employees in Malaysia. The pattern length of this take a look at is 729 railway employees. The end result concluded that education degree and sort of paintings have been appreciably associated with perceived stress amongst railway employees".

**Sherry, et al., 2017** "performed a have a look at occupational pressure on personnel in statistics era workers. The objective of this have a look at is to observe the impact of occupational stress on the physical and psychological situations of first-generation employees. The sample length of this look is a hundred and twenty information generation personnel. The result concluded that the maximum variety of records generation personnel have occupational stress".

## 3. Methodology

This study design was a cross-section survey design. This study was selected based on convenient sampling. The sample size was 100, informational technology workers (n=50) and railway ticketing officers (n=50). The Screening tool was the **Perceived Stress Scale**. It contains 10 questionnaires. Reliability is  $\alpha = 0.82$ .

### 3.1. Inclusion Criteria

- Information technology workers who work more than one-year period of time.
- Railway ticketing officers who work more than one-year period of time.
- Both gender.

### 3.2. Exclusion Criteria

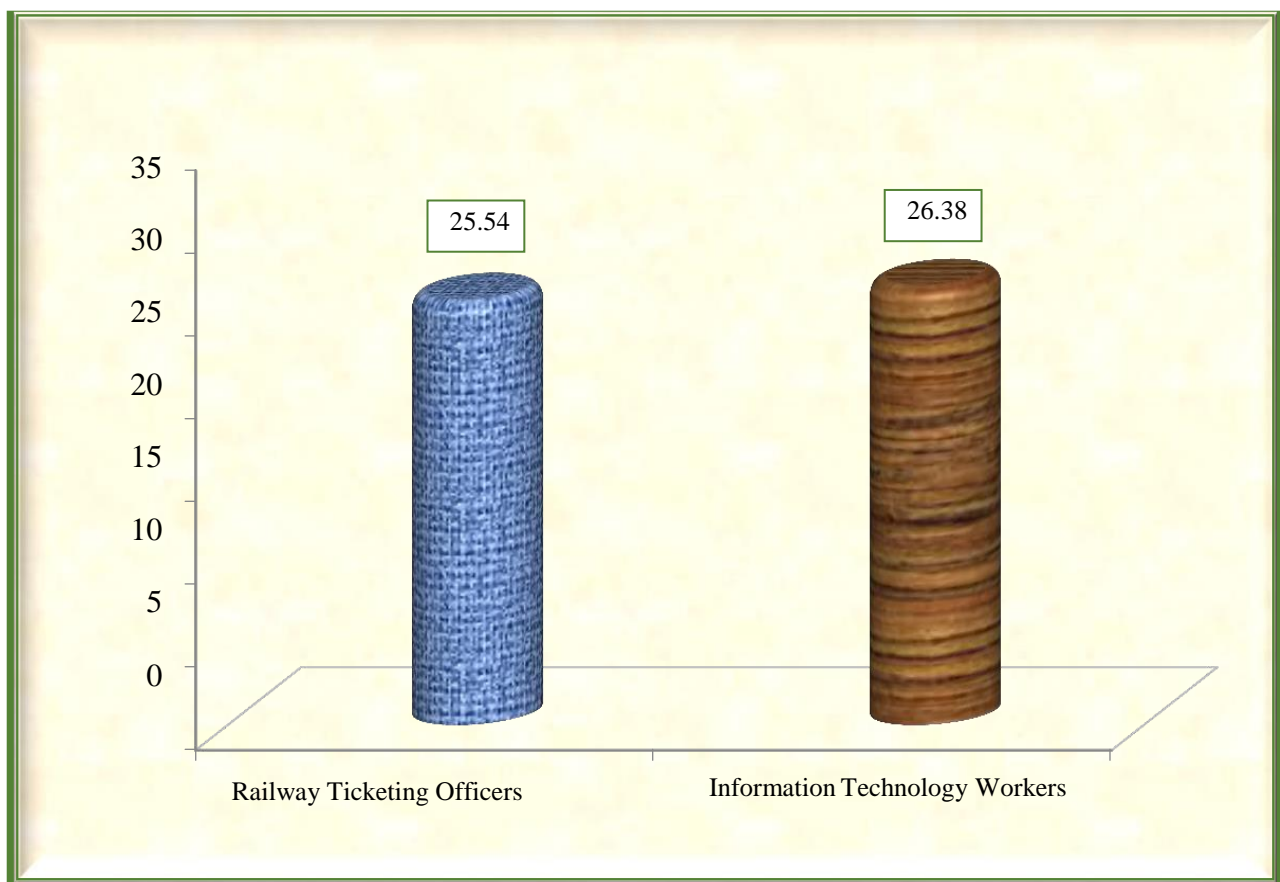
- Other professional employees and workers.
- Newly joined workers in information technology workers and railway ticketing officers.

### 3.3. Procedure

The purpose of the study will be explained to the participants (Information technology workers and Railway ticketing officers). The participants will be selected according to the inclusion and exclusion criteria. After getting the concern form from the institution, the perceived stress scale was explained to the candidate. The explanations were given to both the information technology workers and the railway ticketing officers for better understanding and asked to complete the Perceived Stress Scale. Later, the explanation was given to the specific questions if the candidate needed clarification. It takes nearly 3-5 minutes to complete this question individually. The candidate will be communicated through cell phones and their doubts in the Perceived Stress Scale will be clarified.

## 4. Results

A research design comparative analysis has been carried out in the present study. The result is given as a mean and standard deviation on continuous measurement the data was evaluated by the use of using “statistical package for socialscience SPSS (22 version)”.



**Figure 4.1.** Comparison between perceived stress scale among information technology workers and railway ticketing officers

**Table 4.1.** Comparison between perceived stress scale among information technology workers and railway ticketing officers

S. No.	Group	N	Mean	SD	T value	DF	P value
1.	Railway Ticketing Officers	50	25.54	3.246	-1.474	98	0.144
2.	Information Technology Workers	50	26.38	2.390			

## 5. Discussion

This study included the age and gender matched employees working in information technology and railway ticketing office to find out the perceived stress and to compare the perceived stress among information technology workers and railway ticketing officers. The perceived stress is found using the perceived stress scale.

In this study, Table no 4.1 shows the comparison between the mean perceived stress scale score of railway ticketing officers and information technology workers. The sample comprises of 50% of information technology workers and 50% of railway ticketing officers. This table shows that the P value is 0.144 so, there is no significant difference between the perceived stress scale scores of railway ticketing officers and information technology workers.

In a previous study, perceived professional stress among employees in an information technology company, Bangalore. In this study results show that the p-value is 0.56 so, there was no significant difference in perceived stress among informational technology workers.

## 6. Conclusion

The perceived stress scale was used to find out the perceived stress between the railway ticketing officers and the information technology workers. There was no significant difference between the perceived stress among information technology workers and the railway ticketing officers.

## 7. Limitations

- A minimum sample size is taken.
- Convenient sample-size materials are used.
- Working populations.

## 8. Recommendations

- The same study can be done in different demographic areas.
- This study can be done in different work populations.
- This study can be done in Male and female gender separately.
- In the future, they can check the quality of life sleep patterns.
- A more intervention-based study will be done for these populations in the future.

## Declarations

### Source of Funding

This study did not receive any grant from funding agencies in the public, commercial, or not-for-profit sectors.

### Competing Interests Statement

The author declares no competing financial, professional, or personal interests.

### Consent for publication

The author declares that she consented to the publication of this study.

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